

Focus Group Agenda

City of Seattle Immigrant and Refugee Community Engagement

Detailed facilitator agenda

Time: Two hours

Set up: Refreshments, name tags, sign in sheet

Post on the wall: flip chart page listing City services

I. Introduction

a. Welcome and members of the group all introduce themselves – name and share: how long have you been in the U.S. and how long have you been in Seattle?

b. Meeting Purpose – Overview

Background talking points:

- City of Seattle has been examining its services to immigrants and refugees for the past year.
- They have a commitment to make changes so immigrants and refugees have the same access to services as everyone else
- We are meeting with many people throughout the city to get your advice about how the City can serve your community better.
- We really appreciate you taking the time – your ideas are very important

II. Topic Areas and Discussion Questions

A) City Direct Services:

- | | |
|-------------------------------------|---|
| ▪ Recreation/Park departments | ▪ Police and Fire department (including emergency preparedness) |
| ▪ Libraries | ▪ Business license |
| ▪ City Neighborhood Service Centers | ▪ Electric bills, garbage & recycling |
| ▪ Civil Rights Office | ▪ Elected Officials |
| ▪ Courts | ▪ Senior and Youth Services |
| ▪ Parking and impounded cars | ▪ Human services through agencies |
| ▪ City Government Jobs website | |

1. Which of these services offered by City of Seattle have you used?
When someone calls out a service they used, ask for show of hands of how many others have used this service? Keep number for notes
2. How did you find out about these services?
3. What was your experience with using these services?

Use these questions to explore more deeply, if needed:

- Could you get the services directly?
- Did someone need to help you? Who assisted you?
- Were you satisfied with the services you received?
If yes, describe what was good about it. If no, why not

4. What services does the City of Seattle provide really well? What about your experience that was really positive?
5. What are the best ways to inform you about services and programs?
 - Email
 - radio
 - through community organization
 - web site
 - flyer
6. Are there some listed here that you don't know what kind of help they offer?
7. What should the City do so that your community members can get better assistance from these services?
8. Which services do you need but can't get? (not limited to City services only)
List services people call out, then give them dots to put by ones they prioritize.

Refreshment/bathroom break

CIVIC PARTICIPATION

As public officials and public employees, the Mayor, City Council and City staff are there to serve the public, and are responsible to listen to community concerns.

9. Have any of you been involved in giving Elected Officials your opinion about what they should do?
(give examples – going to public hearings, writing letters, calling council members)
10. How can your community best give advice to the City or give input in the decisions they make?

Some people suggest the City have an Advisory Group about immigrant and refugee issues. What do you think?

SOCIAL CHANGE

11. What could the City do to help make your community stronger and healthier?

12. What would you like to see that would support your feeling of being part of the larger community?

Closing Question

13. If you would name one service/activity that would make a big difference for your community, what would that be? Can expand the discussion to draw out specifics- What major barrier or challenge do recent immigrants in your community face?

III. Closing

Thank you so much for your great ideas. What you told us will be summarized in a report to the City. The City of Seattle will be making plans for improvement, and want to have better relationships with the many diverse communities within the City. If you are willing to be contacted by the City for future discussions, we will take your information to pass on to them.

Facilitator decision: use a process that works best for this group: We could have a sheet for people to sign up, but please make sure you can read the handwriting; and/or facilitator takes down the contact information.